

The New Veteran Health Identification Card is coming soon!



The new Veteran Health Identification Card (VHIC) provides:

- Increased security for your personal information - no personally identifiable information is contained on the magnetic stripe or barcode.
- A salute to your military service – The emblem of your latest branch of service is displayed on your card. Several special awards will also be listed.

The VHIC replaces the Veteran Identification Card (VIC) and will be issued only to Veterans who are enrolled in the VA health care system.

Purpose of the VHIC

The VHIC is for identification and check-in at VA appointments. It cannot be used as a credit card or an insurance card, and it does not authorize or pay for care at non-VA facilities.

Getting the New Card is Easy!

VA will begin issuing the VHIC to newly enrolled Veterans and enrolled Veterans who were not previously issued a VIC but request an identification card starting February 21, 2014.

Beginning in April, VA will automatically mail a VHIC to enrolled Veterans who were issued the VIC. Because we will be reissuing more than 6 million cards, we ask for your patience during this time. Veterans who were issued a VIC do **not** need to return to their VA medical center to have a photo taken for the VHIC.

Enrolled Veterans who do not have the VIC can contact their local VA medical center Enrollment Coordinator to arrange to have their picture taken for the new VHIC, or they may request a new VHIC at their next VA health care appointment. To ensure their identity, Veterans must provide either one form of primary identification or two forms of secondary identification. Please see the **Acceptable Documents for Identity Proofing** table below.

The VHIC will be mailed to all valid mailing addresses, including P.O. boxes.

Important!! Veterans who are already enrolled should ensure the address we have on file is correct so you can receive your VHIC in a timely manner. To update or to confirm your address with us, please call 1-877-222-VETS (8387). If the post office cannot deliver your VHIC, the card will be returned to the VA.

What to do if you are NOT enrolled

If you are not currently enrolled with the VA for your health care, we encourage you to apply for enrollment online at www.va.gov/healthbenefits/enroll or by calling 1-877-222-VETS (8387). You may also apply for enrollment in person at your local VA medical facility. Once your enrollment is verified, your picture will be taken at your local VA medical center so that, once production begins, a VHIC will be mailed to you. To ensure your identity, you must provide either one primary or two secondary documents. See the **Acceptable Documents for Identity Proofing** table below.

What to do if you do not receive your new VHIC

You should receive your VHIC within 7 to 10 days after you request a VHIC card. Although we strive to do all we can to ensure we enroll Veterans in a timely manner, sometimes we are unable to either verify your military service or we need additional information from you. If so, we will try to contact you to get the information we need to complete your enrollment application. If we are unable to reach you, we encourage you to contact the local VA facility where the card was requested or contact us at 1-877-222-VETS (8387) to complete your application and find out the status of your card.

What to do with your old VIC

VA wants all enrolled Veterans to have a Veteran Health Identification Card that protects their personal information. Until Veterans receive the new, more secure VHIC, Veterans are encouraged to safeguard their old VIC, just like they would a credit card, to prevent unauthorized access to their identity information. Once the new VHIC is received, Veterans should destroy their old VIC by cutting it up or shredding it.

What to do if you're VHIC is lost or stolen

If your VHIC is lost or stolen, you should contact the VA Medical Facility where your picture was taken to request a new card be re-issued, or call us at 1-877-222-VETS (8387). Identifying information will be asked to ensure proper identification of the caller.

Acceptable Documents for Identity Proofing

Primary Identification	Secondary Identification
Present ONE form of Primary Identification	If a Primary form of identification is not available, present TWO forms of Secondary Identification
State-Issued Drivers License	Certified Birth Certificate
State Issued ID	Original Social Security Card
United States (U.S.) Passport	DD214 or equivalent certificate issued by Department of Defense or War Department
VA Identification Card (VIC) or VHIC	Marriage License (certified copy)
Military ID Card	State Vote Registration Card
Temporary Resident Card	Student ID Card
Resident Alien Card	Native American Tribal Document
Permanent Resident Card	Certificate of U.S. Citizenship (INS Form N-560 or N-561)
Other Federal or State issued photo ID	Certificate of U.S. Citizenship (INS Form N-550 or N-570)
	Certificate issued by US Consular Offices documenting the birth of a child on foreign soil to a US citizen. (Form FS-545, Form DS-1350, DS Form 240 or Form 240)